



\*As of 7/28/2021 there are 149 open SR's for June

■ Above Standard     
 ■ Average     
 ■ Needs Improvement

### City of Knoxville 311 Service Requests –June 2021

| Category   | Total Cases                   | % On Time     |
|--|-------------------------------|---------------|
| <b>Daily Service &amp; Repairs</b>                                 |                               |               |
| Public Service   | 479                           | 86.2%         |
| Solid Waste  | 1488                          | 84.7%         |
| <b>Infrastructure: Engineering</b>                                 | <b>Street Light Maint. 83</b> | <b>94.0%</b>  |
| Traffic  | 111                           | 88.3%         |
| Civil  | 27                            | 100%          |
| Storm water  | 108                           | 87.0%         |
| <b>Property Maintenance, Zoning, Permitting, &amp; Enforcement</b> |                               |               |
| Building Inspections/Zoning  | 53                            | 79.2%         |
| Municipal Court  | 204                           | 91.7%         |
| Codes Enforcement  | 970                           | 98.4%         |
| <b>Parks &amp; Recreation</b>                                      |                               |               |
| Parks & Recreation Maintenance                                     | 21                            | 95.2%         |
| <b>Total Service Requests</b>                                      | <b>3639</b>                   | <b>90.0%*</b> |

#### Top 5 Service Requests Received

| Service Request Category         | Total Number | Average Days Open |
|----------------------------------|--------------|-------------------|
| Codes Enforcement- Lot Complaint | 780          | 13.0              |
| Trash Cart Issues                | 365          | 4.3               |
| Trash Bulky                      | 412          | 1.8               |
| Municipal Court                  | 204          | 1.7               |
| Trash Pick Up Missed             | 299          | 1.7               |

#### 311 Center for Service Innovation Statistics

| Statistic Category  |          |
|---------------------|----------|
| Number of Calls     | 12,439   |
| Average Answer Time | 30 secs  |
| Avg. Length of call | 134 secs |
| ChatBot contacts    | 133      |